

## Safety Attribute Inspection (SAI) Data Collection Tool

### 5.1.5 Station Facilities (OP)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure adequate Station Facilities for its operations.

**Objective** (FAA oversight):

- To determine if the certificate holder's Station Facilities process meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Station Facilities process incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Station Facilities process.

**Specific Instructions:**

- Intentionally left blank

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.43(b)(1)
  - 119.43(b)(2)
  - 119.43(c)
  - 121.105
  - 121.117(a)
  - 121.123
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.93(a)(1)
  - 121.93(a)(2)
  - 121.97(a)
  - B.050 Authorized En Route Operations, Limitations
  - C.070

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8400.10, volume 3, chapter 15

### SAI SECTION 1 - PROCEDURES ATTRIBUTE

**Objective:** Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Station Facilities process.
3.	Review the certificate holder's manual to ensure that it contains policies, procedures, instructions, and information necessary for the Station Facilities process.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the content of the certificate holder's manual meet the specific regulatory and FAA policy requirements for a Station Facilities process:	
1.1.	When seeking route approval for conducting domestic or flag operations, does the certificate holder's manual include instructions and information necessary to show that: SRRs: 121.135(a)(1); 121.93(a)(1); 121.93(a)(2)	
1.1.1	It is able to conduct satisfactorily scheduled operations between each regular, provisional, and refueling airport over that route or route segment? SRRs: 121.93(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.2	Facilities and services required by 14 CFR part 121, sections 121.97 through 121.107 are available and adequate for the proposed operation? SRRs: 121.93(a)(2) <i>Related Design JTIs:</i> 1. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations and seeking route approval shows that the facilities and services required by Sections 121.97 through 121.107 are available and adequate for the proposed operation. <i>Sources:</i> 121.135(a)(1); 121.93(a)(2) <i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP) 2. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations and	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>seeking route approval shows that the facilities and services required by Sections 121.97 through 121.107 are available and adequate for the proposed operation.</p> <p><i>Sources:</i> 121.135(a)(1); 121.93(a)(2)</p> <p><i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP)</p>	
1.2.	<p>Does the manual of the certificate holder conducting domestic or flag operations and seeking a route approval contain instructions and information necessary to show that each route submitted for approval must have enough airports that are properly equipped and adequate for the proposed operation, considering such items as size, surface, obstructions, facilities, public protection, lighting, navigational and communications aids, and ATC?</p> <p><i>SRRs:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering size. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 1.3.18(AW); 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.2.1(OP); 4.2.3(OP); 4.2.11(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</li> <li>2. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering surface. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</li> <li>3. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering obstructions. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</li> <li>4. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering facilities. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP)</li> <li>5. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering public protection.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.1.12(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
6.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering lighting.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
7.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering navigational and communications aids.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p>	
8.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering ATC.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p>	
9.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering size.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 1.3.18(AW); 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.2.1(OP); 4.2.3(OP); 4.2.5(OP); 4.2.11(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p>	
10.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering surface.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p>	
11.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering obstructions.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p>	
12.	<p>Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are</p>	

	<p>properly equipped and adequate for the proposed operation, considering facilities.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP)</p> <p>13. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering public protection.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.1.12(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>14. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering lighting.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>15. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering navigational and communications aids.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p> <p>16. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering ATC.</p> <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p>	
1.3.	When conducting domestic or flag operations, does the certificate holder's manual include instructions and information necessary to show that:	
	SRRs: 121.105; 121.135(a)(1)	
1.3.1	Competent personnel are available at such points along the certificate holder's route as are necessary for the proper servicing of airplanes and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	SRRs: 121.105	
1.3.2	Adequate facilities are available at such points along the certificate holder's route as are necessary for the proper servicing of airplanes and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	SRRs: 121.105	
1.3.3	Adequate equipment is available at such points along the certificate holder's	<input type="checkbox"/> Yes

	<p>route as are necessary for the proper servicing of airplanes and auxiliary equipment?</p> <p>SRRs: 121.105</p>	<input type="checkbox"/> No, Explain
1.4.	<p>When conducting supplemental operations, does the certificate holder's manual specify that the airports must be properly equipped and adequate for the proposed operation, considering such items as size, surface, obstructions, facilities, public protection, lighting, navigational and communications aids, and ATC?</p> <p>SRRs: 121.117(a)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering size. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 1.3.18(AW); 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.2.1(OP); 4.2.3(OP); 4.2.11(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</li> <li>2. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering surface. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</li> <li>3. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering obstructions. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</li> <li>4. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering facilities. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP)</li> <li>5. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering public protection. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.1.12(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</li> <li>6. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering lighting. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW);</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>7.1.3(OP); 7.2.1(OP)</p> <p>7. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering navigational and communications aids.</p> <p><i>Sources:</i> 121.117(a); 121.135(a)(1)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p> <p>8. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering ATC.</p> <p><i>Sources:</i> 121.117(a); 121.135(a)(1)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p>	
1.5.	When conducting supplemental operations, does the certificate holder's manual include instructions and information necessary to show that:	
	SRRs: 121.123; 121.135(a)(1)	
1.5.1	Competent personnel are available for the proper servicing of aircraft and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.2	Adequate facilities are available for the proper servicing of aircraft and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.3	Adequate equipment is available for the proper servicing of aircraft and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Does the certificate holder's manual contain the required references to, or excerpts from, operations specifications paragraphs B050 and C070?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	SRRs: 119.43(b); B.050Authorized En Route Operations, Limitations; C.070	
1.7.	If the certificate holder's manual includes excerpts from its operations specifications, are the excerpts clearly identified as part of the operations specifications?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	SRRs: 119.43(b)(1)	
1.8.	Does the certificate holder's manual require compliance with operations specifications paragraphs B050 and C070?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	SRRs: 119.43(b)(2); B.050Authorized En Route Operations, Limitations; C.070	
1.9.	Does the certificate holder's manual contain a method for keeping all persons engaged in its operations informed of the provisions of operations specifications paragraphs B050 and C070?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	SRRs: 119.43(c); B.050Authorized En Route Operations, Limitations; C.070	
1.10.	Does the certificate holder's Station Facilities process comply with the guidance contained in Order 8400.10, volume 3, chapter 15, paragraph 2147?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
	<p><i>Related Design JTIs:</i></p> <p>1. Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of ramp areas including markings, signs, signaling devices, lighting, and blast fences.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP);</p>	

	<p>3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>2. Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of ramp facilities.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>3. Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refueling, catering, and ground power equipment).</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p> <p>4. Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of crewmember meeting areas, facilities for crewmember flight planning (preparation for flight), and post-flight activities.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 6.1.1(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>5. Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of ground station personnel work areas and facilities, communications equipment, and administrative support.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>6. Check that the Certificate Holder's manual contains instructions for line station operations of ramp areas including markings, signs, signaling devices, lighting, and blast fences.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>7. Check that the Certificate Holder's manual contains instructions for the operation of line station ramp facilities.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3,</p>	
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	<p>Paragraph 2147</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
	<p>8. Check that the Certificate Holder's manual contains instructions for the operation of line station equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refueling, catering, and ground power equipment).</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
	<p>9. Check that the Certificate Holder's manual contains instructions for the operation of line station crewmember meeting areas, facilities for crewmember flight planning (preparation for flight), and post-flight activities.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 6.1.1(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
	<p>10. Check that the Certificate Holder's manual contains instructions for the operation of line station ground station personnel work areas and facilities, communications equipment, and administrative support.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
	<p>11. Check that the Certificate Holder's GOM contains a general policy defining the duties and responsibilities of line station supervisory personnel including the following: ground station operations personnel, passenger handling agents, cargo and baggage handling personnel, and aircraft servicing personnel (when not addressed in the GMM).</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B, B(1),</p> <p><i>Interfaces:</i> 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.5(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.2.1(OP)</p>	
	<p>12. Check that the Certificate Holder's GOM and GMM contain a general policy concerning ramp operations, servicing and maintaining of aircraft during line station operations.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B</p> <p><i>Interfaces:</i> 1.1.1(AW); 1.1.2(AW); 1.1.2(OP); 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.5(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.6(OP);</p>	

	<p>5.1.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p>	
13.	<p>Check that the Certificate Holder's GOM contains a general policy requiring that the detailed procedures to be used, by the personnel providing the contracted or purchased line station support, be provided.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(1),</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.5(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.2.1(OP)</p>	
14.	<p>Check that the Certificate Holder's GOM contains instructions for passenger enplaning and deplaning.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2),</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.6(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
15.	<p>Check that the Certificate Holder's GOM contains instructions for the use of jetways, passenger boarding staffs, air stairs and other types of passenger boarding equipment.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2)</p> <p><i>Interfaces:</i> 1.1.2(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
16.	<p>Check that the Certificate Holder's GOM contains instructions for protecting passengers from jet intake and blast, rotating and static propellers and rotors, ice on the ramp and boarding equipment, and tripping hazards.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2)</p> <p><i>Interfaces:</i> 1.1.2(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
17.	<p>Check that the Certificate Holder's GOM contains instructions for prohibiting smoking in no-smoking areas.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2)</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
18.	<p>Check that the Certificate Holder's GOM contains instructions for handling intoxicated, hostile, or unruly persons.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2)</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP);</p>	

	<p>3.1.2(OP); 3.1.6(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>19. Check that the Certificate Holder's GOM contains instructions for handling and controlling carry-on baggage. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>20. Check that the Certificate Holder's GOM contains instructions for exit seating. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(2) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.6(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>21. Check that the Certificate Holder's GOM contains instructions for the maintenance and catering of aircraft, with passengers on board. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>22. Check that the Certificate Holder's GOM contains instructions for the maintenance and catering of aircraft, without passengers on board. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>23. Check that the Certificate Holder's GOM contains instructions for fueling aircraft with passengers on board, including any requirements for crewmembers to be on board during fueling. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>24. Check that the Certificate Holder's GOM contains instructions for fueling aircraft with passengers on board, including any prohibitions against positioning fuel trucks next to open exits with passengers on board. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.6(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
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	<p>25. Check that the Certificate Holder's GOM contains instructions for fueling aircraft without passengers on board, including any requirements for crewmembers to be on board during fueling.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3)</p> <p><i>Interfaces:</i> 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>26. Check that the Certificate Holder's GOM contains instructions for operating ground equipment including the capabilities and limitations of the equipment.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>27. Check that the Certificate Holder's GOM contains instructions for the training and qualification of persons before using ground equipment.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>28. Check that the Certificate Holder's GOM contains instructions for properly locating and stowing ground equipment.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>29. Check that the Certificate Holder's GOM contains instructions for the operation of aircraft cargo doors, baggage and cargo loading, closing and checking the security of doors.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3)</p> <p><i>Interfaces:</i> 1.1.1(AW); 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.2(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>30. Check that the Certificate Holder's GOM contains instructions for foreign object damage (FOD) control and periodically inspecting ramp areas.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3)</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP);</p>	
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	<p>3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>31. Check that the Certificate Holder's GOM contains instructions for adverse weather conditions such as thunderstorms, high winds, or low visibility. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>32. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of frost. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>33. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of ice. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>34. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of snow. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>35. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of standing water. <i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(3) <i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>36. Check that the Certificate Holder's GOM contains a general policy regarding hot and cold weather operations. <i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(4) <i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>37. Check that the Certificate Holder's GOM contains a general policy that the definitions of signaling devices, signs, and ramp markings (such as</p>	
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	<p>taxi lines, stop lines, boundary and clearance lines) must be consistent in manuals applicable to crewmembers and ground handling personnel.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
38.	<p>Check that the Certificate Holder's GOM contains instructions for engine start, pre-taxi pushback, powerback (if approved), taxi-out, taxi-in, and parking while in the ramp area.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
39.	<p>Check that the Certificate Holder's GOM contains instructions for the coordination of communication procedures for ground handling personnel and crewmembers, to include interphone terminology and hand signals used by ground handling personnel and crewmembers.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
40.	<p>Check that the Certificate Holder's GOM contains instructions requiring common terminology and hand signals for crewmembers and passenger handling agents.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
41.	<p>Check that the Certificate Holder's GOM and GMM (or appropriate user manuals) contain illustrations of standard hand signals and their meanings.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.2.1(OP)</p>	
42.	<p>Check that the Certificate Holder's manual contains a general policy that the training and qualification requirements of personnel authorized to move aircraft on the ramp must be described in the appropriate manuals.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW);</p>	

	<p>2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>43. Check that the Certificate Holder's manual contains a general policy that the training and qualification requirements of personnel authorized to move aircraft on the airport must be described in the appropriate manuals.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(6)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>44. Check that the Certificate Holder's GOM and GMM contain instructions to be used by crewmembers in case of emergency situations during line station operations.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>45. Check that the Certificate Holder's GOM and GMM contain instructions to be used by ground personnel in case of emergency situations during line station operations.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>46. Check that the Certificate Holder's GOM and GMM contain line station emergency procedures specifying the duties and actions of appropriate personnel.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>47. Check that the Certificate Holder's manual contains instructions for notification procedures and requirements. The notification procedures and requirements should contain specifications as to who will be notified, who will make the notification, how the notification should be made, and when it will be made for the various types of emergency situations that could occur at line stations. Usually this type of manual material should also include a quick reference telephone listing for obtaining firefighting and medical assistance, and for notifying</p>	
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	<p>appropriate company management, law enforcement officials, and FAA and NTSB officials.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
48.	<p>Check that the Certificate Holder's manual contains line station emergency procedures, which are published in a distinct section of the GOM or GMM so that they are easily accessible.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
49.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for aircraft accidents and incidents.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
50.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for ground personnel providing passenger lists to aid in handling passengers and accounting for all passengers immediately after a survivable type accident.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
51.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for handling bomb threats, hijack procedures, and other types of security incidents.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
52.	<p>Check that the Certificate Holder's manual contains emergency</p>	



	<p>procedures and instructions for fuel spills and hazardous materials mishaps.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
53.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for post-flight handling of passenger injury and illness.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
54.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for occurrences involving passenger altercations and interference with crewmembers.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
55.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for employee/passenger accidents and injuries.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
56.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for adverse weather conditions such as tornadoes and hurricanes.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
57.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for adverse conditions such as earthquakes.</p>	

	<p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
58.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for emergency evacuation of aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
59.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for the flightcrew and flight attendants (F/A's) to conduct aircraft emergency evacuation while parked.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
60.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions for passenger egress procedures for crewmembers and other operations personnel while the aircraft is parked.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
61.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions that include the requirement that whenever passengers are on board the aircraft prior to airplane movement on the surface, at least one floor-level exit must be usable for the egress of passengers through normal means.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
62.	<p>Check that the Certificate Holder's manual contains emergency procedures and instructions that include the requirement that whenever passengers are on board the aircraft prior to airplane movement on the surface, at least one floor-level exit must be usable for the egress of</p>	

	<p>passengers through emergency means.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
63.	<p>Check that the Certificate Holder's manual contains instructions for aircraft rescue and firefighting (ARFF) emergency notification procedures in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
64.	<p>Check that the Certificate Holder's manual contains instructions on whom to notify in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); 400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
65.	<p>Check that the Certificate Holder's manual contains instructions on the means of notification to be used in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
66.	<p>Check that the Certificate Holder's manual contains instructions specifying the persons by job title whom the operator determines shall implement notification procedures in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
67.	<p>Check that the Certificate Holder's manual contains instructions that in the event of other emergencies involving aircraft evacuation, while the aircraft is parked, and the crew has determined that all aircraft occupants have been evacuated, then the crewmember(s) designated</p>	

	<p>by the operator should initiate the ARFF emergency notification procedures.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(7)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
68.	<p>Check that the Certificate Holder's GOM and GMM contains a general policy concerning the interrelationship between the operator's personnel and the personnel of organizations who provide contract services at line stations.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(8)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p>	
69.	<p>Check that the Certificate Holder's GOM and GMM contain a general policy requiring contractor personnel to be trained on operator-specific procedures.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(8)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p>	
70.	<p>Check that the Certificate Holder's GOM and GMM contain instructions on the types of training to be given to contractor personnel.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(8)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p>	
71.	<p>Check that the Certificate Holder's GOM and GMM contain instructions on who is responsible for providing the training.</p> <p><i>Sources:</i> 121.135(b)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(8)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP);</p>	

	<p>3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>72. Check that the Certificate Holder's GOM contains clear instructions about the circumstances in which line station personnel are authorized to suspend or delay flight operations.</p> <p><i>Sources:</i> 121.135(a)(1); 8400.10, Volume 3, Chapter 15, Section 3, Paragraph 2147 B(10)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.3(OP); 3.1.4(OP); 3.1.7(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 4.2.1(AW); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p>	
2.	<p>Does the certificate holder's manual contain general policies for the Station Facilities process that comply with the SRRs?</p> <p>SRRs: 121.135(b)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	<p>Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)?</p> <p>SRRs: 121.135(b)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	<p>Does the certificate holder's manual contain the duties and responsibilities for personnel who will accomplish the Station Facilities process?</p> <p>SRRs: 121.135(b)(2)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual contains duties and responsibilities of appropriate members of the ground organization. <i>Sources:</i> 121.135(b)(2) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 4.2.6(OP); 5.1.1(AW)</li> <li>2. Check that the Certificate Holder's manual contains duties and responsibilities of management personnel. <i>Sources:</i> 121.135(b)(2) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	<p>Does the certificate holder's manual include instructions and information for personnel to meet the requirements of the Station Facilities process?</p> <p>SRRs: 121.135(a)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

## SAI SECTION 2 - CONTROLS ATTRIBUTE

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

### Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Station Facilities process:	
1.1.	Is there a control or controls in place to ensure that the Station Facilities equipment is adequate for the operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a control or controls in place to ensure that the passenger handling/control at the station/ramp facilities is adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Is there a control or controls in place to ensure that aircraft are properly loaded?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a control or controls in place to ensure that the procedures/instructions for Station Facilities operations are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a control or controls in place to ensure that the procedures/instructions for Station Facilities equipment are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Is there a control or controls in place to ensure that the station staffing is adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a control or controls in place to ensure that station personnel are properly trained?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	Is there a control or controls in place to ensure that the certificate holder's station personnel suspend operations when operations are found to be unsatisfactory?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Is there a control or controls in place to ensure that aircraft servicing is adequate and safely accomplished?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Is there a control or controls in place to ensure that the station personnel handle unairworthy aircraft properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Is there a control or controls in place to ensure that the station airport conditions are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.12.	Is there a control or controls in place to ensure that the station reports hazards to the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Is there a control or controls in place to ensure that stations properly handle mislabeled or unlabeled hazardous material (hazmat)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.14.	Is there a control or controls in place to ensure that Station Facility manuals are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.15.	Is there a control or controls in place to ensure that Station Facility records are complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.16.	Is there a control or controls in place to ensure that aircraft equipment is properly handled and in good repair?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.17.	Is there a control or controls in place to ensure that baggage is handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.18.	Is there a control or controls in place to ensure that cargo is handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.19.	Is there a control or controls in place to ensure that aircraft are safely handled?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.20.	Is there a control or controls in place to ensure that emergency procedures are properly complied with?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.21.	Is there a control or controls in place to ensure that operations at Station Facilities during adverse weather conditions are safely conducted?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.22.	Is there a control or controls in place to ensure that contract personnel are knowledgeable in the application of the certificate holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain



SAI SECTION 2 - CONTROLS ATTRIBUTE Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

### SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety-related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection-related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Station Facilities process include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would identify if Station Facilities equipment is not adequate for the operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a process measurement or process measurements that would identify if the passenger handling/control at the station/ramp facilities is not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Is there a process measurement or process measurements that would identify if aircraft were not properly loaded?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a process measurement or process measurements that would identify if the procedures/instructions for Station Facilities operations were not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a process measurement or process measurements that would identify if the procedures/instructions for Station Facilities equipment were not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Is there a process measurement or process measurements that would identify if the station staffing was not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a process measurement or process measurements that would identify if station personnel were not properly trained?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.8.	Is there a process measurement or process measurements that would identify if the certificate holder's station personnel did not suspend operations when operations were found to be unsatisfactory?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Is there a process measurement or process measurements that would identify if aircraft servicing was not adequate or safely accomplished?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Is there a process measurement or process measurements that would identify if the station did not handle unairworthy aircraft properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Is there a process measurement or process measurements that would identify if the station airport conditions were not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	Is there a process measurement or process measurements that would identify if the station fails to report hazards to the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Is there a process measurement or process measurements that would identify if a station does not properly handle mislabeled or unlabeled hazardous material (hazmat)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.14.	Is there a process measurement or process measurements that would identify if Station Facilities manuals were inadequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.15.	Is there a process measurement or process measurements that would identify if Station Facilities records were not complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.16.	Is there a process measurement or process measurements that would identify if aircraft equipment was not properly handled or not in good repair?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.17.	Is there a process measurement or process measurements that would identify if baggage was not handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.18.	Is there a process measurement or process measurements that would identify if cargo was not handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.19.	Is there a process measurement or process measurements that would identify if aircraft were not safely handled?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.20.	Is there a process measurement or process measurements that would identify if emergency procedures were not properly complied with?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.21.	Is there a process measurement or process measurements that would identify if operations at Station Facilities during adverse weather conditions were not safely conducted?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.22.	Is there a process measurement or process measurements that would identify if contract personnel were not knowledgeable in the application of the certificate holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Is there a process measurement or process measurements that would reveal if the certificate holder's policy, procedures, instructions, and information contained in its manual were followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual provide for the use of process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE</b> <b>Drop-Down Menu</b>	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

### SAI SECTION 4 - INTERFACES ATTRIBUTE

**Objective:** Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Station Facilities process that have been identified along with the individual questions in section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions: NOTE: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element.	
1.	Does the certificate holder's manual properly address the interfaces that are identified along with the questions in section 1, Procedures, of this DCT?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 4 - INTERFACES ATTRIBUTE</b> <b>Drop-Down Menu</b>	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

### SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

**Objective:** The questions in this section address the authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Station Facilities process.
2.	Identify the person who has overall authority for the Station Facilities process.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual clearly identify who is responsible for the quality of the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Station Facilities process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Station Facilities process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder's manual clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having responsibility for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
9.	Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 5 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTES</b> <b>Drop-Down Menu</b>	
1.	Not documented.
2.	Documentation unclear.
3.	Documentation incomplete.
4.	Other.